ABSTRACT and BRIEF DESCRIPTION

This is a modular, flexible and efficient method and system for two-way communication, automatic escalation, and remote command execution. The method comprises a set of "engines" which work independently but in parallel - each handling a certain type of message. One or more of these engines can be replicated for scalability, more reliability and efficiency. Further, the whole system can be replicated to give even more reliability and efficiency. The method enables both – interactive and automatic programmatic ways to send messages in various formats including but not limited to text, graphics, voice, text-to-speech, video, etc. from and to practically anywhere in the world. The method also has facilities to convert message of one type to another, instant messaging and scheduled messaging, single destination or broadcast to multiple destinations (also called group messaging), automatic escalation methods, pre-selected or automatic selection of destination.